

**Alabama Public Service Commission  
Telecommunications Division  
Engineering Section**

**SERVICE CENTER CHECK LIST**

1. How many employees work in the service center?  
Comments:
2. What are the hours of operation?  
Comments:
3. How are emergency and after hour troubles received?  
Comments:
4. If an answering machine is used, is it menu driven?  
Comments:
5. Are trouble calls dispatched from the service center?  
Comments:
6. Does the service center document open and completed times on trouble ticket?  
Comments:
7. Are records maintained on computer?  
Comments:
8. Is the original trouble ticket kept?  
Comments:
9. Does the service center receive new service request?  
Comments:
10. Does the service center track open work orders to completions?  
Comments:

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**ENGINEERING SECTION CHECK LIST**

1. Does the company have an engineering section?  
Comments:
2. How many employees assigned to engineering?  
Comments:
3. Is there a CAD or INTRA GRAPH system?  
Comments:
4. Are plant records current?  
Comments:
5. Are staking sheets, route maps, and schematics maintained by this section?  
Comments:
6. Is all engineering and staking accomplished within this section? If not who is the engineering firm?  
Comments:
7. Does this section do plant assignments for new service?  
Comments:
8. Does engineering do the line forecasting?  
Comments:
9. Does engineering inspect completed in house construction?  
Comments:
10. Does engineering inspect on-going contract construction and do a final inspection?  
Comments: